

# **Contractor Executive Conference**

**Provider Enrollment, Chain &  
Ownership System (PECOS)**

**May 4, 2004**

# Implementation Challenges

- ★ **PECOS was rolled out to carriers in November 2003.**
- ★ **Since its rollout, PECOS has resulted in a number of challenges and difficulties for Carriers.**
  - ★ **Most notably, pending workload remains high with 106, 559 applications pending as of April 23, 2004**

# Solving the Backlog

- ★ CMS is working jointly with the carriers on steps to reduce the workload backlog, which include:
  - ★ Initiating conference calls with several carriers at a time to brainstorm “best practices”
  - ★ Implementing carrier Response Teams to serve as a direct link to CMS on PECOS problems
- ★ The Office of Financial Management (OFM) is also considering the formation of a Regional Office/Central Office/Contractor Steering Committee to address issues\*.

\* *UPDATE: Currently, representatives from CO and several ROs, fiscal intermediaries and carriers serve on a change management control board. This board addresses issues which arise and determines the priorities for enhancements and changes to PECOS.*

# Funding for PECOS

- ★ To address funding shortages, contractors were advised to submit supplemental budget requests (SBRs) and shift funds.
  - ★ PECOS SBRs are going through an expedited review process at CMS.
  - ★ OFM will make a recommendation to the Financial Management Board to fund the SBRs.

# Access to PECOS

- Access to PECOS has been expanded, with increased hours of availability, telephone lines and number of users able to access the system at one time.
- Additional steps have been take to stabilize the system.
- CMS is also working on the transitory database, which will allow PECOS to be populated with legacy information.
  - This should alleviate carriers of the need to re-enter certain fields of data.

# Progress

- ★ There are some issues surrounding how the pending workload is being counted among carriers and how much of the pending is actually attributable to PECOS implementation problems.
- ★ However, in the period from April 9 thru April 23, the pending workload decreased by 2, 888 applications.
  - ★ If this rate of decrease remains constant, it is anticipated that the backlog should be gone by November 2004.

# Discussion

- Carriers expressed concern over significant response time problems they have experienced when querying the system, lasting from 20 minutes to 3 days.
  - OFM advised that they were aware of the problem and were trying to address it.
- A question was raised concerning the implementation timeframe for the transitory database.
  - OFM advised it will be tested at a pilot contractor first, and should be operational by July 2004.